

CYCLONE DEBBIE - SUPPLIER UPDATE - 13 APRIL 2017

ACCOMMODATION

SUPPLIER	CODE	REGION	OPEN / CLOSED STATUS	NOTES
Reef View Hotel	RVHHTI	WSY	OPEN - The property will be re-opening with reduced capacity from Saturday 8th April. The number of rooms available the property will be limited in the short term and will continue to increase, with a view to being fully operational by 1st May, 2017	<p>Restaurants and Bars open from April 8</p> <ul style="list-style-type: none"> • Manta Ray • Pool Terrace Restaurant • Sails • Marina Cafe and Deli • One Tree Hill Bar • Popeye's Fish and Chips • Marina Tavern • Bottle Shop • Ice Cream Parlour • TAKO (opening from 12 April - TBC) • Mariners (1 June) • Romano's (1 June) • Coca Chu at Outrigger (opening from 13 April - TBC) • Bommie Restaurant (opening from 15 April - TBC) • Beach Club Restaurant (opening from 13 April - TBC) – exclusive to Beach Club guests <p>Activities operational from 8 April, 2017</p> <ul style="list-style-type: none"> • Hamilton Island Golf Club – ferry transfers will operate on a reduced service • Dinghy Hire • Tour Desk • Buggy Hire • Hamilton Island Air – offering scenic aerial tours, Reef and Beach by seaplane tour and Whitehaven Beach picnics • Jet Ski Tours • Spa wumurdaylin • Go-Karts • Quad Bikes for Kids • Explore On The Edge and Hamilton Star Dining • Climbing Wall • Beach Sports • Hamilton Island Watersports (fishing, jet boating, parasailing, water-skiing, tubing and Reef Ryder) • Renegade Fishing Charters • Ricochet Sailing • Clownfish Club (opening 10 April, 2017) <p>Retail open from 8 April, 2017</p> <ul style="list-style-type: none"> • Australia the Gift • Foots Sculptures • General Store • Post Office • Westpac Bank • The Hut • Floral Collections • Hamilton Island Designs • Trader Pete's • Reef View Lobby Shop • Island Hair and Beauty • Pharmacy <p>Pools operational from 8 April, 2017</p> <ul style="list-style-type: none"> • Bougainvillea Pool • Pool Terrace Pool • Beach Club Pool <p>Other Tour and Activity Updates</p> <p>Resort Credit for April Bookings - For guests still wishing to travel on their original dates in April, we will be offering a resort credit to the value of AUD\$100 per night, per room which will be added to their booking to use toward dining and available activities. This is valid for bookings arriving in April only.</p> <p>Amendment and Cancellation Policy - For guests with travel planned in April who wish to cancel their bookings, they will be refunded their accommodation in full with no cancellation fee. Airlines will need to be consulted directly in regards to their cancellation policy around flights. Standard amendment and cancellation charges will apply for all bookings 1 May, 2017 and beyond.</p> <p>Reef Tours - Our tour operators are in the process of assessing the impact on the reef pontoon and on the moorings at various dive and snorkel locations in the fringing and outer reef. Great Barrier Reef and Diving trips will not be possible for a 4-6 weeks period. The reef is in excellent condition.</p> <p>Whitehaven Beach Tours - Cruise Whitsundays and Explore will be running a reduced schedule of tours to Whitehaven Beach. There has been some damage to the beach which will be fixed by natural tides over the coming weeks. Hill Inlet is closed until further notice.</p> <p>Snorkelling Tours - Operational but alternate locations to those scheduled depending on sand shifting with tides</p> <p>Hamilton Island Sports Club - Our Sports Club is currently under renovation however we are in the process of finalising a new temporary location for gym equipment and to provide a selection of classes for guests. An update will be available in the coming days.</p> <p>WILD LIFE Hamilton Island - The Wildlife Park is currently closed. A date for when it will re-open is dependent on the extent of renovations required and will be advised soon. We're pleased to share that all of the animals are safe. The koalas have been transferred to Australia Zoo due to the fact that we don't have enough food for them at this time. We look forward to welcoming them back to Hamilton Island once we can ensure they will have an adequate food source. The other animals are able to continue to live safely at the Wildlife Park in the care of the Wildlife Keepers.</p>
Beach Club	BEAHTI	WSY	CLOSED - until at 12th April	
qualia	QUAHTI	WSY	CLOSED - until 01 July 2017 After further assessment they have revised their opening date.	
Palm Bungalow	BUNHTI	WSY	OPEN - The property will be re-opening with reduced capacity from Saturday 8th April. The number of rooms available the property will be limited in the short term and will continue to increase, with a view to being fully operational by 1st May, 2017.	
Yacht Club Villas	YACHTI	WSY	CLOSED - until further notice. Because of the privately owned nature and individual requirements of this accommodation type, the assessment process is taking longer. Hamilton are working through preparing an accurate overview of what inventory will be available and will keep us updated as they know more.	
Hamilton Island Holiday Homes	HAVHTI	WSY	CLOSED - Some holiday homes will be available from 15 April. Because of the privately owned nature and individual requirements of this accommodation type, the assessment process is taking longer. Hamilton are working through preparing an accurate overview of what inventory will be available and will keep us updated as they know more.	

RESERVATIONS SUPPORT

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ATS Sydney After Hours: +61 2 9268 2111
ETA Melbourne After Hours: +61 3 93269011

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India Sales Support: + 91 22 2822 0090
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Whitsunday Apartments Hamilton Island	WHIHTI	WSY	CLOSED until 07 May 2017	<p>Please note ALL RESERVATIONS currently being held to 7 May 2017 inclusive will be cancelled and we would appreciate if you can please contact your clients to advise that their accommodation has been cancelled. We will issue a full refund for these cancellations. Should your client wish to move their booking and NOT receive a refund they can do so to a date Post 1 June 2017 only.</p> <p>Should guests wish to cancel their reservations for bookings during the period of 8 May to 1st June 2017 they must do so by the 18th of April without penalty to receive a full refund - after 18 April 2017 normal cancellation terms and conditions apply for any cancelled booking or changing of dates.</p> <p>PLEASE NOTE, that our swimming pool and surrounds at Whitsunday Apartments, Hamilton Island will be closed effective immediately due to maintenance and repairs from Cyclone Debbie along with our own planned renovations, and will be scheduled to reopen on Friday 23 June 2017.</p> <p>During the above period of time the pool is closed, our guests will be able to use the Bougainvillea Pool located opposite the Apartments on Catseye Beach.</p> <p>www.hamiltonisland.com.au</p>
One & Only Hayman Island	HAYHIS	WSY	CLOSED - until mid 2018 New reservations for travel from 01 June 2018, will be accepted	<p>1. Cancellation / Refund - One&Only Hayman Island wishes to offer cancellation without penalty, including a full refund of the guest stay (where any monies have already been paid)</p> <p>2. Emirates One&Only Wolgan Valley - if your travellers are interested in exploring an alternative stay at our sister hotel, do let us know and we'd be happy to advise availability / rates</p> <p>3. Rebook - we are able to offer a rebook of any displaced guests for stay dates on or after 1 June 2018 (with existing rates honoured, subject to hotel availability)</p>
Daydream Island Resort & Spa	DAYDDI	WSY	CLOSED - until mid 2018	Closed as the renovations have been moved forward, report has been run for all forward bookings. Reservations will be in contact for affected bookings.
Airlie Beach Hotel	ABHWSY	WSY	CLOSED - until at least 31 May	As a result of this damage, the Airlie Beach Hotel will not be able to accommodate guests until 1st of June. Reports will be ran for affected forward bookings.
at Hotel Group (8 Airlie Beach properties)	ATHOTE	WSY	OPEN - All hotels reopened accepting bookings subject to availability	

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Best Western Mango House Resort	MANWSY	WSY	REOPENED - accepting new bookings
Coral Sea Resort	CORWSY	WSY	REOPENED - accepting new bookings
Heart Hotel and Gallery Whitsundays (at hotel group)	HEHWSY	WSY	OPEN
Mantra Boathouse Apartments	BOHWSY	WSY	OPEN - will start accepting new bookings after 18th of April
Mantra Club Croc Airlie Beach	CLUWSY	WSY	OPEN - will start accepting new bookings after 18th of April
Mirage Whitsundays	MIRWSY	WSY	REOPENED - accepting new bookings
Peppers Airlie Beach	PEPWSY	WSY	CLOSED - until at least 22nd of April. No electricity or water.
Toscana Village Resort	TOSWSY	WSY	REOPENED - accepting new bookings
O'reillys Rainforest Retreat	ORELAM	LAM	OPEN - the road has been damaged with limited access. For safety reason drivers can travel in a convey from the vineyard at 2pm and from o'reillys at 1pm daily.

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TOURS

SUPPLIER	REGION	OPEN / CLOSED STATUS
Cruise Whitsundays - Resort Connection Ferry Transfers	WSY	CLOSED - Currently operating a reduced Timetable to Hamilton Island Airport and Marina. This timetable will change when more flights become operational into Hamilton Island. Please confirm all Resort Connections with Reservations 48hrs prior to travel.
Cruise Whitsundays - Tours	WSY	CLOSED - Whitehaven Beach Adventures Re-start Saturday 8th April. Our Beautiful boat 'Sea Quest' will also be making an appearance back on the water, with all the amenities we've been missing - air conditioning, toilets, bar and an enthusiastic crew ready to go! Help your guests tick Whitehaven Beach off their bucket lists! The Seabob Jets will also be operating exclusively on Sea Quest Whitehaven Beach cruises! Whitehaven Beach Half Day Morning & Afternoon cruises operating from this Saturday 8th April from Port of Airlie and Hamilton Island!
Whitsunday Transit - PPP SIC transfers	WSY	OPEN
Whitsunday Sailing Adventures	WSY	OPEN - Except Silent Night (vessel has sunk)
Explore Whitsundays	WSY	<ul style="list-style-type: none"> Eureka has sustained damage during the cyclone and we are yet to be advised of when this will be back in the water and ready to run tours. Condor has minor damage and will be slipped early, returning for tours on the 9th of June. Boomerang has also sustained minor damage and at this stage will be under repair until the 26th of April Southern Cross will be returning to overnight tours, running 2 day 1 night tours to relieve the pressure on our maxi's. Southern Cross day sailing will return to normal on the 27th of April. Select tours have been departing from 1st April
Queensland Yacht Charters	WSY	CLOSED - until at least 14th April - No electricity or phone service
GSL Aviation	WSY	OPEN - limited service
Air Whitsunday Seaplanes	WSY	CLOSED - until at least 7th April Panorama Tour & Reef Adventure Tours damaged and under repair until at least June.
Ocean Rafting	WSY	OPEN

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AIRPORTS

SUPPLIER	REGION	OPEN / CLOSED STATUS
Hamilton Island Airport (HTI)	HTI	OPEN - please refer to advice on http://www.hamiltonisland.com.au
Whitsunday Coast Airport (PPP)	PPP	OPEN
Mackay Airport (MKY)	MKY	OPEN

AIRLINES

SUPPLIER	REGION	OPEN / CLOSED STATUS
Qantas Airways	HTI/MKY	REFER TO - www.qantas.com/agents/dyn/qf/info/201703/0306
Virgin Australia	HTI/PPP/MKY	REFER TO - www.virginaustralia.com/hk/en/bookings/flight-status/travel-alerts/
Jetstar	HTI/PPP/MKY	REFER TO - www.jetstar.com/au/en/travel-alerts

CAR RENTAL / RAIL / ROADS

SUPPLIER	OPEN / CLOSED STATUS
Avis / Budget	OPEN - Proserpine Airport and Airlie Beach only taking new bookings from 18 April
Spirit of Queensland	CLOSED - Please refer to this site for updates: http://www.queenslandrailtravel.com.au/ServiceUpdates/Pages/default-%20do%20not%20touch.aspx
General Queensland	ROAD CLOSURES - please refer to www.qldtraffic.qld.gov.au/
Rockhampton Region	ROAD CLOSURES - due to the Fitzroy River rising <small>Road Name Locality Description Gavial Creek Bridge Quay Street Depot Hill Closed to all vehicles - pedestrian access only Glenroy Road Mornish at Glenroy Crossing Nine Mile Road Nine Mile Belmont Road Parkhurst at Edenbrook Drive Roopes Road / Bridge Port Curtis Quay Street Riverbank Carpark Rockhampton City at Derby Street</small>

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CAR RENTAL / RAIL / ROADS

SUPPLIER	NOTES
Avis / Budget	<p>The Queensland Rail Travel network is currently open from Brisbane to Mackay, with coaches taking customers between Mackay to Cairns.</p> <p>Thursday 17 April - Northbound Sunlander - departs Brisbane 1.25pm to Mackay. Customers to be coached from Mackay to Cairns.</p> <p>Thursday 17 April - Southbound Sunlander - coach Cairns 7.15am to Mackay. Customers to be transferred onto the Sunlander at Mackay for Brisbane.</p> <p>Friday 18 April - Northbound Spirit of Queensland - departs Brisbane 3.45pm to Mackay. Customers to be coached from Mackay to Cairns.</p> <p>Saturday 19 April - Southbound Sunlander - coach Cairns 7.15am to Mackay. Customers to be transferred onto the Sunlander at Mackay for Brisbane.</p> <p>Sunday 20 April - Southbound Spirit of Queensland - coach Cairns 8.05am to Mackay. Customers to be transferred onto the Spirit of Queensland at Mackay for Brisbane.</p>
Spirit of Queensland	

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